

*Quetzal*

**IMPACT**

**REPORT**

**2023-2024**

# INTRODUCTION

Our specialist counselling offers a safe space for survivors to process their experiences, emotions, and trauma. Survivors work through their past traumas, manage symptoms of PTSD, anxiety, and depression, and develop coping strategies for daily life.

Many survivors of childhood sexual abuse struggle with feelings of shame, guilt, and self-blame. Our counselling provides validation of their experiences, helping survivors understand that they are not to blame and that their feelings are legitimate. This validation can be empowering, fostering a sense of self-worth and agency.

The community building initiatives we deliver create spaces where survivors can connect with others who have gone through similar experiences. Peer support groups, online forums, and community events offer opportunities for survivors to share their stories, receive empathy and understanding, and build supportive relationships.

These networks can combat feelings of isolation and provide a sense of belonging.

Our awareness raising initiatives help to educate the public about the prevalence and impact of childhood sexual abuse. By challenging societal attitudes and myths surrounding sexual abuse, these initiatives aim to reduce stigma and increase understanding and empathy for survivors. This can create a more supportive environment for survivors to seek help and disclose their experiences.

# OUR STORY SO FAR

## OUR MISSION

To provide free, and inclusive, counselling, support services and outreach to empower female survivors's recovery from the trauma of childhood sexual abuse

### **Values**

#### **Inclusive**

We welcome all, challenge our own bias and appoint staff, volunteers and trustees who reflect the diverse communities we work among

#### **Safe**

We offer a confidential environment where female survivors can build trusting relationships with their counsellors, and a protective and nurturing environment for our staff

#### **Integrity**

We are honest and transparent, and seek feedback from those we support

#### **Resilient**

Our support provides female survivors with the space for action and to reflect on their abuse and enables them to take agency over how they cope, recover, respond and transform.

## OUR PURPOSE

- Give female survivors a voice to be heard and enable agency and control
- Work with local communities to challenge the shame and taboo narratives and raise awareness of childhood sexual abuse
- Work in a trauma-informed way that doesn't re-traumatise female survivors, staff, volunteers or others.
- Keep the voice of those with lived experience central to how we work and shape what we do

# 530%

OF BENEFICIARIES SAID  
**THEY ARE MORE  
ABLE TO MANAGE THEIR  
MENTAL HEALTH**

# OUR 2023-2025

## STRATEGY

Continuously improve our offer to best serve survivors of childhood sexual abuse and the local community while always maintaining our commitment to trauma informed practice.

Involve and empower our beneficiaries in the design, delivery, and evaluation of services, ensuring they have a voice in shaping the services they receive, and that services are responsive, accessible, and inclusive.

Raise awareness of the needs of all women who have experienced childhood sexual abuse through providing data insights that will influence policymaking and educate the public.

Invest in the wellbeing, training and development of staff, trustees, practitioners, counsellors and volunteers to increase our quality, capacity and outcomes.

Diversify our income streams to reduce risk and increase our resilience during uncertain times.

Develop an agile, robust, and efficient management and operational infrastructure that supports Quetzal to meet its objectives and drives long-term success.

## Service output in Financial Year 23/24

Number of referrals received: 426.

Number of assessments completed: 289.

Number of individual counselling sessions delivered: 3272.

Number of single session therapy delivered: 188.

Number of group sessions delivered: 51. (6-8 participants each session)

Number of emotional support calls completed: 931.

EMDR therapy sessions delivered: 19 (new service)

80% of beneficiaries showed an improvement in their overall clinical score

- 32% reported reduced thoughts of hurting themselves.

- 45% reported reduction in anxiety.

- 44% reported reduced isolation.

- 61% reported feeling better able to express themselves and having a stronger voice.

- 55% reported they are able to take better care of themselves.

- 53% said they are more able to manage their mental health issues. ·

51% reported improved physical health.

- 47% reported they are less dependent of prescription medication.

# ACKNOWLEDGEMENTS

We would like to thank our staff, volunteers supporters, funders and most of all the women we work with who are the inspiration for everything we do.

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**WE THANK YOU**  
**FOR YOUR CONTINUED SUPPORT IN**  
**OUR PROGRAMS**